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**THE RELATIONSHIP BETWEEN WORK OVERLOAD, ROLE
CONFLICT AND SUPERVISORY SUPPORT ON THE
OCCUPATIONAL STRESS AMONG NURSES IN HOSPITAL IN
NORTHERN REGION, MALAYSIA**



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**MASTER OF SCIENCE OCCUPATIONAL SAFETY & HEALTH
MANAGEMENT
UNIVERSITI UTARA MALAYSIA
APRIL 2020**

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OCCUPATIONAL STRESS AMONG NURSES IN HOSPITAL IN
NORTHERN REGION, MALAYSIA**



**By
MUSTAFA BIN YAAKOB**

**Project Paper Submitted to
School of Business,
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In Partial Fulfilment of the Requirement for the
Master of Science Occupational Safety & Health Management**



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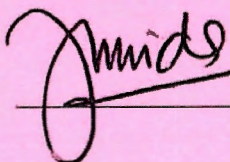
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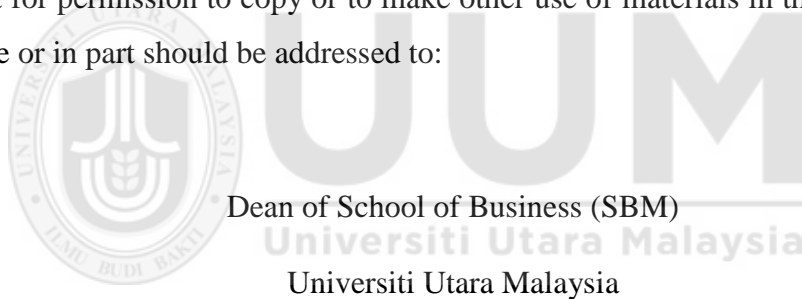
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ABSTRACT

This study primary focuses on investigating the relationship between independent variables of work overload, role conflict, supervisory support and dependent variable of occupational stress among nurses. The Job Demand Control Support (JDCS) model was utilized in explaining the relationship between the research variables in the research framework. A total of 110 nurses in one government hospital in Northern region, Malaysia participated in this study. Data were collected through questionnaire. Three hypotheses were tested using SPSS 25. The findings indicated that work overload and role conflict were significant and positively related to occupational stress among the respondents. Theoretical and practical implications of the study as well as suggestions for future research were also discussed.

Keywords: Occupational stress, Work overload, Role conflict, Supervisory support, Nurse, Northern region hospital, Malaysia



ABSTRAK

Kajian ini menumpukan kepada penyiasatan hubungan antara pemboleh ubah bebas iaitu lebihan bebanan kerja, konflik peranan, sokongan penyeliaan dengan pemboleh ubah bersandar iaitu tekanan pekerjaan dalam kalangan jururawat. Model *Job Demand Control Support* (JDCS) digunakan untuk menjelaskan hubungan antara setiap pemboleh ubah di dalam penyelidikan ini. Sebanyak 110 jururawat dari sebuah hospital kerajaan di utara Malaysia telah mengambil bahagian dalam kajian ini. Data kajian ini dikumpulkan melalui soal selidik. Tiga hipotesis telah diuji menggunakan perisian SPSS 25. Hasil kajian menunjukkan bahawa lebihan bebanan kerja dan konflik peranan mempunyai hubungan yang signifikan dan positif dengan tekanan pekerjaan dalam kalangan responden. Implikasi teori dan praktikal kajian serta cadangan untuk penyelidikan masa depan juga dibincangkan.

Kata Kunci: Tekanan pekerjaan, Lebihan bebanan kerja, Konflik peranan, Sokongan penyeliaan, Jururawat, Hospital di Utara, Malaysia



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LIST OF ABBREVIATIONS

JDSC	Job Demand Control Support Model
MIDA	Malaysia Investment Development Authority
MMB	Malaysia Midwifery Board
MNA	Malaysia Nursing Board
MTSTCIL	Mountain State Centres for Independent Living
NHMS	National Health and Morbidity Survey
NIOSH	National Institute for Occupational Safety and Health
SPSS	Statistical Package for Social Sciences
WHO	World Health Organisation



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CHAPTER 1

INTRODUCTION

This project paper aimed to study the relationship between work overload, role conflict and supervisory support on the occupational stress among nurses in a hospital located in the Northern region, Malaysia. This study explained further the effect of occupational stress due to work overload, role conflict and supervisory support. This chapter discusses thoroughly the context for this study, the problem statement, research questions, objectives, scope, significance of the study, definition of the key terms, and the organization of the study.

1.1 Background of the Study

A healthcare worker is identified as the one who provides treatment and resources for the patient, directly or indirectly such as a radiologist, laboratory technician, physiotherapist, nurse, or even supportive of cleaning services. Nurses are considered as part of the professional team and medical staff, as they have various roles to contribute towards the healthcare services. Their responsibilities include evaluating nursing care intervention, monitoring pre- and post-operation care, supervising medication, and conducting intravenous infusions, taking vital sign patients (blood pressure, pulse, and temperature), handling documentation and records keeping, doing palliative work, and providing emotional support for patients and their relatives. These responsibilities are truly stressful thus causing problems for nurses in their daily work, and eventually inflicting them with occupational stress.

Over several decades, women nurses are dominant in human resources, and they are part of the health care personnel in Malaysia. In compliance with the Nurses

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APPENDICES

Appendix 'A': Questionnaire

RESPONDENT	NO:
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UNIVERSITI UTARA MALAYSIA
Othman Yeop Abdullah Graduate
School of Business

I am Mustaffa Bin Yaakob, Final Year student in Master of Science Occupational Safety & Health Management from the Universiti Utara Malaysia are conducting a research:
Saya Mustaffa Bin Yaakob, pelajar Tahun Akhir dalam Sarjana Sains Pengurusan Keselamatan & Kesihatan Pekerjaan dari Universiti Utara Malaysia sedang menjalankan penyelidikan:

“THE RELATIONSHIP BETWEEN WORK OVERLOAD, ROLE CONFLICT, SUPERVISORY SUPPORT ON THE OCCUPATIONAL STRESS AMONG NURSES IN HOSPITAL IN NORTH REGION, MALAYSIA”

“HUBUNGAN ANTARA LEBIHAN BEBANAN KERJA, KONFLIK PERANAN DAN SOKONGAN PENYELIAAN TERHADAP TEKANAN PEKERJAAN DI KALANGAN JURURAWAT SEKITAR HOSPITAL DI UTARA, MALAYSIA”

I would appreciate if you would complete this questionnaire. I hope you can spare some time and help me in answering several questions that I have prepared in order to help my research. All your information are confidential. Your cooperation is kindly appreciated.

Saya amat menghargai jika anda sudi melengkapkan soal selidik ini. Saya berharap anda boleh meluangkan masa dan membantu saya dalam menjawab beberapa soalan yang telah saya sediakan untuk membantu pengajian saya. Semua maklumat anda adalah sulit. Kerjasama anda amatlah di hargai.

Sincerely yours,

MUSTAFFA BIN YAAKOB
823279

Master's in Occupational safety & Health Management

Thank You

Terima Kasih

Relationship between Work Overload, Role Conflict, Supervisory Support on the Occupational Stress.

Hubungan Lebihan Bebanan Kerja, Konflik Peranan dan Sokongan Penyeliaan terhadap Tekanan Pekerjaan.

Please *circle* the number that best reflects your opinion about the statement.

Sila *bulatkan* nombor yang paling bersesuaian dengan pendapat anda mengenai kenyataan tersebut.

Strongly Disagree (<i>Amat Tidak Bersetuju</i>)	Disagree (<i>Tidak Bersetuju</i>)	Neutral (<i>Neutral</i>)	Agree (<i>Bersetuju</i>)	Strongly Agree (<i>Amat Bersetuju</i>)
1	2	3	4	5

SECTION A : WORK OVERLOAD (<i>LEBIHAN BEBANAN KERJA</i>)						
No.	Description					
1	My workload has increased in the past year. (<i>Bebanan kerja saya telah bertambah dari tahun lepas</i>)	1	2	3	4	5
2	I often need to work after working hours to meet my work or job backup requirements. (<i>Saya selalu dikehendaki berkerja tambah masa untuk menghabiskan kerja atau mengganti tugas</i>)	1	2	3	4	5
3	I often must work through my breaks to complete my assigned workload. (<i>Saya selalu bekerja melebihi masa rehat saya untuk menghabiskan kerja saya</i>)	1	2	3	4	5
4	I am not given enough time to complete my assigned task. (<i>Saya tidak diberikan masa yang mencukupi untuk menghabiskan tugas saya</i>)	1	2	3	4	5
5	Shortage of nurse contributes to extra workload. (<i>Kekurangan jururawat menyebabkan bebanan kerja bertambah</i>)	1	2	3	4	5
SECTION B: ROLE CONFLICT (<i>KONFLIK PERANAN</i>)						
No.	Description					
1	I work under conflicting policies and guidelines. (<i>Saya bekerja di bawah dasar dan garis panduan yang bercanggah</i>)	1	2	3	4	5

2	I receive conflicting requests from two or more people. (Supervisors, colleagues or patients). (Saya menerima pelbagai permintaan yang bercanggah daripada dua atau lebih orang. (penyelia, rakan sekerja atau pesakit))	1	2	3	4	5
3	I work with two or more colleagues or superiors who operate quite differently. (Saya bekerja dengan dua atau lebih rakan sekerja atau penyelia yang beroperasi secara berbeza pendapat.)	1	2	3	4	5
4	I get orders from more than one superior. (Saya menerima arahan lebih daripada seorang penyelia)	1	2	3	4	5
5	I receive task without adequate resource and materials to execute it. (Saya menerima tugas tanpa sumber dan bahan-bahan yang cukup untuk menjalankan tugas tersebut)	1	2	3	4	5

SECTION C: SUPERVISORY SUPPORT (SOKONGAN PENYELIAAN)

No	Description					
1	My superior always respects my opinion. (Penyelia saya sentiasa menerima pendapat saya)	1	2	3	4	5
2	My superior always cares about my well-being. (Penyelia saya sentiasa mengambil berat tentang kebajikan saya)	1	2	3	4	5
3	My superior strongly considers my goals and values. (Penyelia saya mempertimbangkan matlamat dan nilai saya)	1	2	3	4	5
4	Help is always available from my superior whenever I face any problem. (Penyelia saya sentiasa memberikan bantuan semasa saya mengalami kesusahan)	1	2	3	4	5
5	My superior is always concerned about my job performance. (Penyelia saya menunjukkan prihatin kepada saya)	1	2	3	4	5

Factors Affecting Occupational Stress.**Penyebab yang Mempengaruhi Tekanan Pekerjaan.**

Please **circle** the number that best reflects your opinion about the statement.

Sila **bulatkan** nombor yang paling bersesuaian dengan pendapat anda mengenai kenyataan tersebut.

Strongly Disagree (<i>Amat Tidak Bersetuju</i>)	Disagree (<i>Tidak Bersetuju</i>)	Neutral (<i>Neutral</i>)	Agree (<i>Bersetuju</i>)	Strongly Agree (<i>Amat Bersetuju</i>)
1	2	3	4	5

SECTION D: OCCUPATIONAL STRESS (<i>TEKANAN PEKERJAAN</i>)					
No.	Description				
1	My jobs are repetitive and boring. (<i>Kerja saya berulang dan membosankan</i>).	1	2	3	4
2	Tiredness due to work makes me depressed and lazy to work. (<i>Keletihan disebabkan kerja membuatkan saya merasa tertekan dan malas untuk bekerja.</i>)	1	2	3	4
3	I do not have strength to complete the things I wish to do. (<i>Saya tidak cukup kekuatan untuk menyelesaikan sesuatu perkara yang saya ingin lakukan</i>)	1	2	3	4
4	I am easily annoyed or irritated with my working environment. (<i>Saya mudah merasa jengkel/sakit hati dengan persekitaran saya bekerja</i>)	1	2	3	4
5	I lost appetite due to working problems. (<i>Saya akan hilang selera makan disebabkan masalah dengan pekerjaan saya</i>)	1	2	3	4

Section E: Personal Details

Please place (/) in the appropriate answer.

1. Gender:

☐

Female

☐

Male

2. Race:

☐

Malay

☐

Indian

☐

Chinese

☐

Others

3. Age group:

☐

21 – 30 years old

☐

41 – 50 years old

☐

31 – 40 years old

☐

Above 50 years old

4. Educational qualifications:

☐

Certificate

☐

Post- Degree (Master)

☐

Diploma

☐

Any Other.....

☐

Degree

5. Average working hours per day:

☐

Below 8 hours

☐

8 – 12 hours

☐

Above 12 hours

6. Working experience as a nurse:

☐

Below 1 year

☐

6 – 10 years

☐

1 – 5 years

☐

More than 9 years

Thank you very much for your participation.

Your time and opinions are greatly appreciated.

Appendix 'B': National Medical Research Register (NMRR) Approval



JAWATANKUASA ETIKA & PENYELIDIKAN PERUBATAN
(Medical Research & Ethics Committee)
KEMENTERIAN KESIHATAN MALAYSIA
d/a Kompleks Institut Kesihatan Negara
Blok A, No 1, Jalan Setia Murni U13/52,
Seksyen U13, Bandar Setia Alam,
40170 Shah Alam, Selangor.



Tel: 03-3362 8888/8205

Ruj.Kami: KKM/NIHSEC/ P19-1571 (5)
Tarikh : 31-Julai-2019

MR MUSTAFFA BIN YAAKOB
HOSPITAL JITRA

Dato' / Tuan / Puan,

SURAT KELULUSAN ETIKA: NMRR-19-1125-48071 (IIR)
IMPACT OF OCCUPATIONAL STRESS ON JOB SATISFACTION AMONG NURSES IN HOSPITAL
AT NORTH REGION, MALAYSIA

Dengan hormatnya perkara di atas adalah dirujuk.

2. Bersama dengan surat ini dilampirkan surat kelulusan saintifik dan etika bagi projek ini. Segala rekod dan data subjek adalah SULIT dan hanya digunakan untuk tujuan kajian dan semua isu serta prosedur mengenai *data confidentiality* mesti dipatuhi. Kebenaran daripada Pengarah Hospital / Institusi di mana kajian akan dijalankan mesti diperolehi terlebih dahulu sebelum kajian dijalankan. Dato' / Tuan / Puan perlu akur dan mematuhi keputusan tersebut dan undang-undang lain yang berkaitan, termasuklah Akta Akses Kepada Sumber Biologi dan Perkongsian Faedah 2017.
3. Penyelidik- penyelidik dan lokasi kajian yang terlibat ialah:

HOSPITAL JITRA
Mr Mustaffa Bin Yaakob (Penyelidik Utama)
4. Adalah dimaklumkan bahawa kelulusan ini adalah sah sehingga **30- Julai-2020**. Tuan/Puan perlu menghantar dokumen-dokumen seperti berikut selepas mendapat kelulusan etika. Borang-borang berkaitan boleh dimuat turun daripada laman web Jawatankuasa Etika & Penyelidikan Perubatan (JEPP) (<http://www.nih.gov.my/mrec>).
 - i. **Continuing Review Form** selewat-lewatnya dalam tempoh 2 bulan (60 hari) sebelum tamat tempoh kelulusan ini bagi memperbaharui kelulusan etika.
 - ii. **Study Final Report** pada penghujung kajian.
 - iii. Mendapat kelulusan etika sekiranya terdapat pindaan ke atas sebarang dokumen kajian / lokasi kajian / penyelidik. Pihak JEPP mempunyai hak untuk menarik balik kelulusan etika sekiranya terdapat perubahan dokumen kajian yang tidak diisytiharkan.

5. Kajian tersebut hanya melibatkan pengumpulan data melalui:

i. Borang Soal Selidik

6. Sila ambil maklum bahawa sebarang urusan surat-menyurat berkaitan dengan penyelidikan ini haruslah dinyatakan **nombor rujukan surat** ini untuk melicinkan urusan yang berkaitan.

Sekian terima kasih.

Komen (Jika ada) : **Sila kemaskini nombor telefon JEPP di risalah maklumat sebelum memulakan kajian: 03 – 3362 8407/8205/8888**

Lokasi Kajian:
Hospital Jitra

Appendix 'C': Result Pilot Test

Reliability Test

Work Overload

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.730	5

Item Statistics

	Mean	Std. Deviation	N
My workload has been increased in the past year	4.07	.691	30
I often need to work after working hours to meet my work or job backup requirements	3.27	.691	30
I often must work through my breaks to complete my assigned workload	3.17	.747	30
I am not given enough time to complete my task as assigned	2.87	.776	30
Shortage of nurse contributes to extra workload	4.43	.626	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
My workload has increased in the past year	13.73	4.340	.420	.710
I often need to work after working hours to meet my work or job backup requirements	14.53	3.913	.598	.642
I often must work through my breaks to complete my assigned workload	14.63	3.551	.682	.601
I am not given enough time to complete my assigned task	14.93	4.409	.312	.757
Shortage of nurse contributes to extra workload	13.37	4.378	.480	.689

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17.80	6.028	2.455	5

Role Conflict

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.816	5

Item Statistics

	Mean	Std. Deviation	N
I work under conflicting policies and guidelines	2.63	1.098	30
I receive conflicting requests from two or more people. (Supervisor, colleagues or patients).	2.90	.923	30
I work with two or more colleagues or superiors who operate quite differently between each other	3.30	.794	30
I get orders from more than one superior	3.53	1.042	30
I receive task without adequate resource and materials to execute it	3.20	1.095	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
I work under conflicting policies and guidelines	12.93	8.892	.645	.768
I receive conflicting requests from two or more people. (Supervisor, colleagues or patients).	12.67	9.678	.661	.765
I work with two or more colleagues or superiors who operate quite differently between each other	12.27	11.099	.490	.812
I get orders from more than one superior	12.03	8.999	.678	.757
I receive task without adequate resource and materials to execute it	12.37	9.275	.577	.791

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
15.57	14.323	3.785	5

Supervisory Support

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's	
Alpha	N of Items
.900	5

Item Statistics

	Mean	Std. Deviation	N
My superior always respects my opinion	3.60	.621	30
My superior always cares about my well-being	3.40	.770	30
My superior strongly considers my goals and values	3.27	.828	30
Help is always available from my superior whenever I face any problem	3.30	.837	30
My superior is always concerned about my job performance	3.27	.828	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
My superior always respects my opinion	13.23	9.357	.305	.954
My superior always cares about my well-being	13.43	7.013	.808	.866
My superior strongly considers my goals and values	13.57	6.461	.893	.845
Help is always available from my superior whenever I face any problem	13.53	6.533	.858	.854
My superior is always concerned about my job performance	13.57	6.392	.914	.840

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.83	10.902	3.302	5

Occupational Stress

Case Processing Summary

		N	%
Cases	Valid	30	100.0
	Excluded ^a	0	.0
	Total	30	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.866	5

Item Statistics

	Mean	Std. Deviation	N
My jobs are repetitive and boring	3.03	.718	30
Tiredness due to work makes me depressed and lazy to work	3.43	1.073	30
I do not have strength to complete things I wish to do	2.93	.740	30
I am easily annoyed or irritated with my working environment	2.63	.890	30
I lost appetite due to working problems	2.63	.928	30

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Cronbach's Alpha if Item Deleted
My jobs are repetitive and boring	11.63	9.068	.691	.841
Tiredness due to work makes me depressed and lazy to work	11.23	7.151	.745	.827
I do not have strength to complete things I wish to do	11.73	8.478	.824	.811
I am easily annoyed or irritated with my working environment	12.03	8.861	.551	.871
I lost appetite due to working problems	12.03	8.033	.700	.834

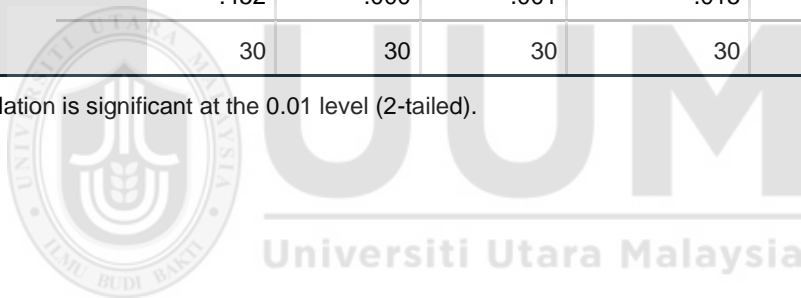
Scale Statistics

Mean	Variance	Std. Deviation	N of Items
14.67	12.575	3.546	5

Pearson Correlations

		Correlations				
		TWLoad	TRConflict	TSSupport	TJSatisfaction	TOccStress
TWLoad		1	.347	-.140	.164	.143
			.061	.459	.386	.452
		30	30	30	30	30
TRConflict		.347	1	-.450	-.389	.626**
		.061		.013	.034	.000
		30	30	30	30	30
TSSupport		-.140	-.450	1	.354	-.559**
		.459	.013		.055	.001
		30	30	30	30	30
TOccStress		.143	.626**	-.559**	-.439	1
		.452	.000	.001	.015	
		30	30	30	30	30

** . Correlation is significant at the 0.01 level (2-tailed).



Appendix 'D' : Result Actual Data and Hypotesis Testing

Reliability Test

Work Overload

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.715	.717	5

Item Statistics

	Mean	Std. Deviation	N
WOL1	4.08	.910	110
WOL2	3.16	1.054	110
WOL3	3.30	.944	110
WOL4	2.74	.864	110
WOL5	4.12	.906	110

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.480	2.736	4.118	1.382	1.505	.364	5
Item Variances	.879	.746	1.111	.364	1.488	.019	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
WOL1	13.32	7.283	.441	.276	.680
WOL2	14.24	6.641	.465	.285	.674
WOL3	14.10	6.806	.524	.323	.647
WOL4	14.66	7.234	.494	.274	.661
WOL5	13.28	7.268	.448	.297	.677

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
17.40	10.279	3.206	5

Role Conflict

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.820	.824	4

Item Statistics

	Mean	Std. Deviation	N
RC2	3.07	1.038	110
RC3	3.31	.843	110
RC4	3.38	.898	110
RC5	3.15	1.074	110

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.227	3.073	3.382	.309	1.101	.020	4
Item Variances	.937	.711	1.153	.442	1.622	.045	4

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
RC2	9.84	5.551	.635	.411	.778
RC3	9.60	6.371	.623	.409	.785
RC4	9.53	5.976	.672	.471	.762
RC5	9.76	5.320	.659	.452	.768

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
12.91	9.735	3.120	4



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Supervisory Support

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.908	.910	5

Item Statistics

	Mean	Std. Deviation	N
SS1	3.11	.850	110
SS2	3.31	.854	110
SS3	3.30	.761	110
SS4	3.43	.829	110
SS5	3.41	.827	110

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	3.311	3.109	3.427	.318	1.102	.016	5
Item Variances	.680	.579	.729	.150	1.260	.004	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
SS1	13.45	8.708	.602	.445	.923
SS2	13.25	7.930	.788	.637	.884
SS3	13.25	8.173	.850	.741	.873
SS4	13.13	8.039	.792	.755	.883
SS5	13.15	7.905	.830	.785	.875

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
16.55	12.451	3.529	5



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Occupational Stress

Case Processing Summary

		N	%
Cases	Valid	110	100.0
	Excluded ^a	0	.0
	Total	110	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.833	.837	5

Item Statistics

	Mean	Std. Deviation	N
OS1	2.65	.954	110
OS2	2.99	1.245	110
OS3	2.68	.877	110
OS4	2.64	.974	110
OS5	2.19	.924	110

Summary Item Statistics

	Mean	Minimum	Maximum	Range	Maximum / Minimum	Variance	N of Items
Item Means	2.629	2.191	2.991	.800	1.365	.082	5
Item Variances	1.006	.769	1.550	.781	2.015	.097	5

Item-Total Statistics

	Scale Mean if Item Deleted	Scale Variance if Item Deleted	Corrected Item-Total Correlation	Squared Multiple Correlation	Cronbach's Alpha if Item Deleted
OS1	10.50	10.362	.623	.409	.803
OS2	10.15	8.609	.676	.542	.794
OS3	10.46	10.545	.664	.468	.794
OS4	10.51	9.500	.774	.612	.760
OS5	10.95	11.310	.472	.280	.841

Scale Statistics

Mean	Variance	Std. Deviation	N of Items
13.15	15.098	3.886	5



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Frequencies

Work Overload

		Statistics				
		WOL1	WOL2	WOL3	WOL4	WOL5
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		4.08	3.16	3.30	2.74	4.12
Median		4.00	3.00	3.00	3.00	4.00
Mode		4	4	3	3	5
Std. Deviation		.910	1.054	.944	.864	.906
Variance		.828	1.111	.891	.746	.821
Skewness		-.908	-.335	-.037	-.067	-.841
Std. Error of Skewness		.230	.230	.230	.230	.230
Kurtosis		.525	-.539	-.181	.076	.299
Std. Error of Kurtosis		.457	.457	.457	.457	.457
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5
Sum		449	348	363	301	453

		WOL1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.9	.9	.9
	Disagree	6	5.5	5.5	6.4
	Neutral	17	15.5	15.5	21.8
	Agree	45	40.9	40.9	62.7
	Strongly Agree	41	37.3	37.3	100.0
	Total	110	100.0	100.0	

WOL2

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	7.3	7.3	7.3
	Disagree	21	19.1	19.1	26.4
	Neutral	34	30.9	30.9	57.3
	Agree	39	35.5	35.5	92.7
	Strongly Agree	8	7.3	7.3	100.0
	Total	110	100.0	100.0	

WOL3

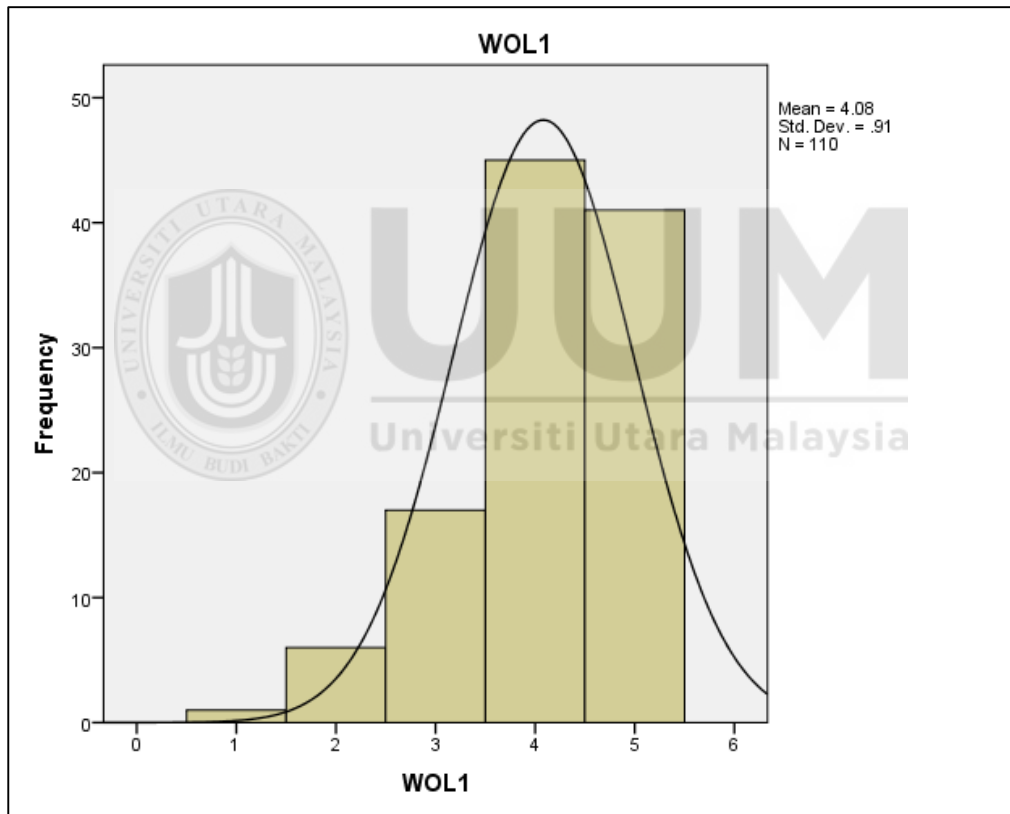
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	3	2.7	2.7	2.7
	Disagree	16	14.5	14.5	17.3
	Neutral	48	43.6	43.6	60.9
	Agree	31	28.2	28.2	89.1
	Strongly Agree	12	10.9	10.9	100.0
	Total	110	100.0	100.0	

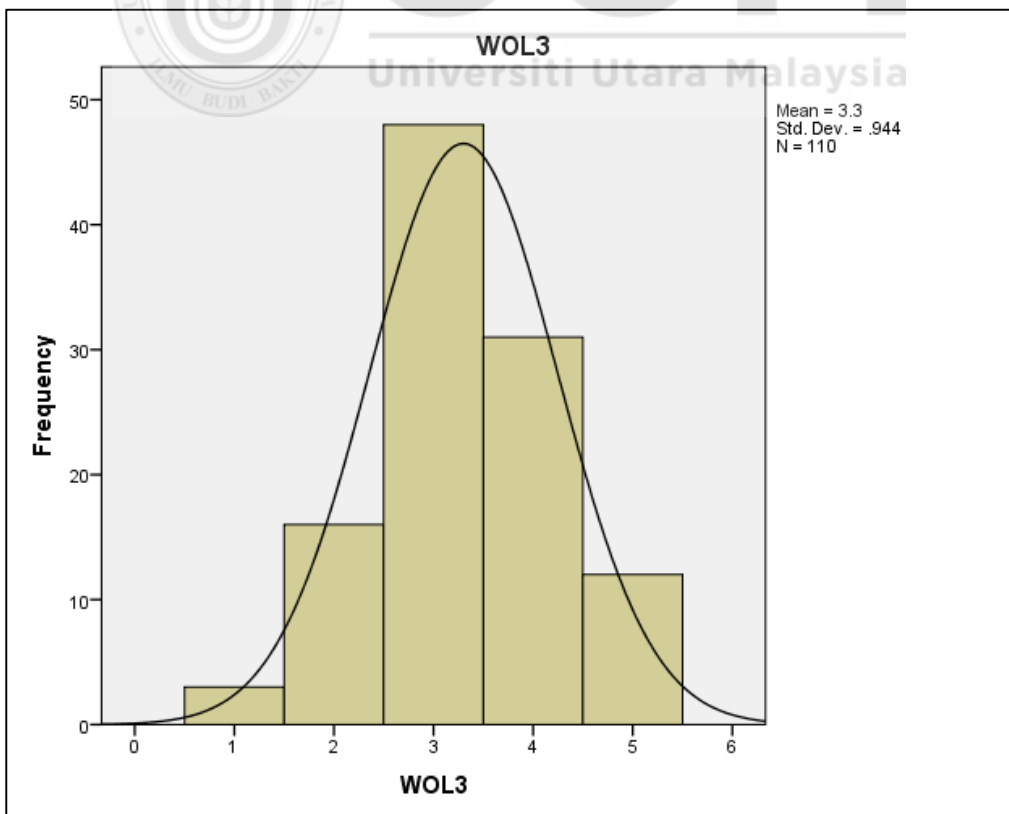
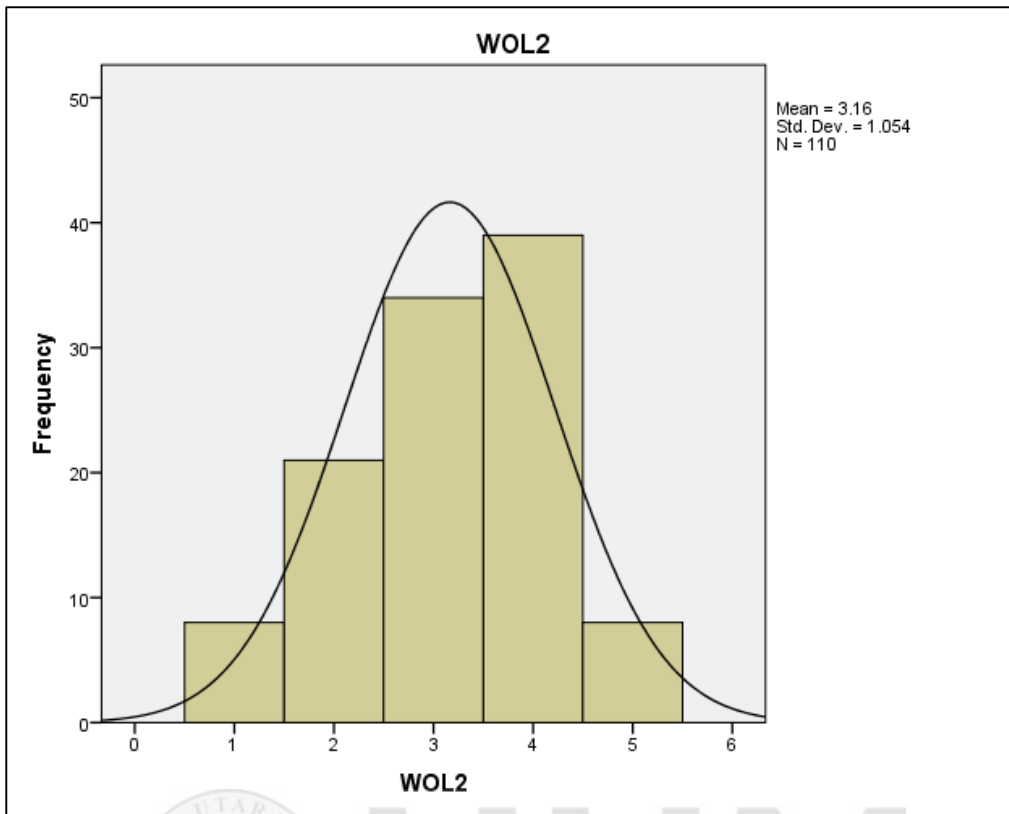
WOL4

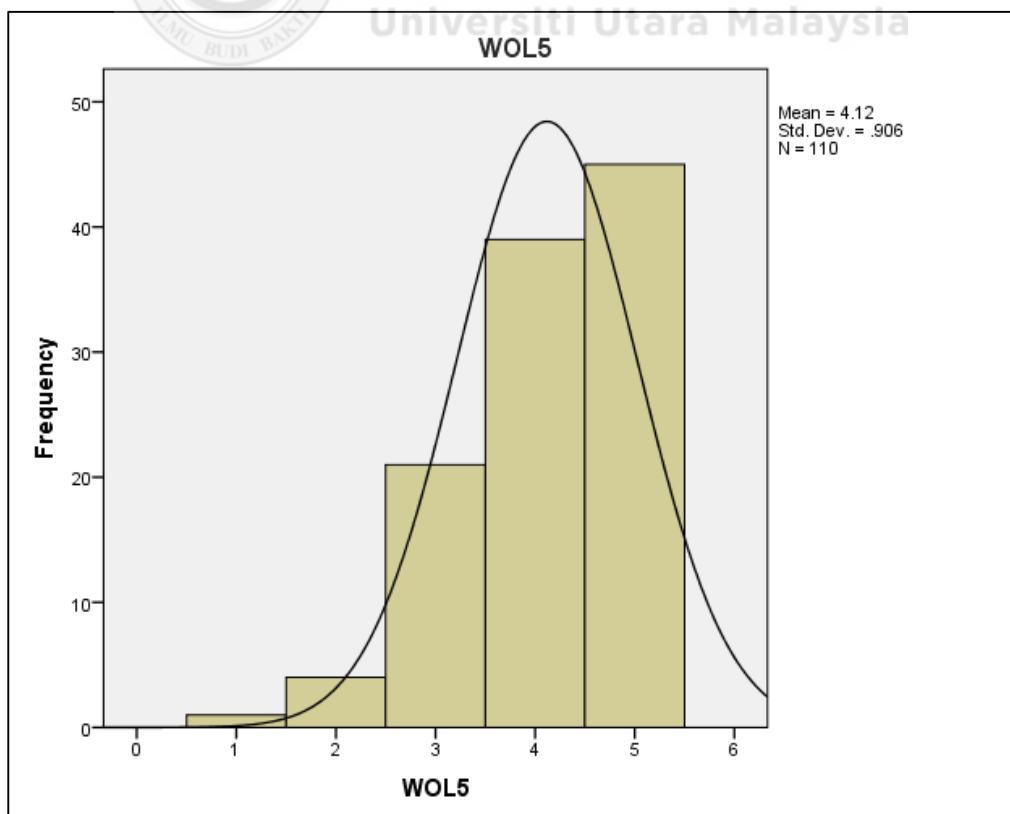
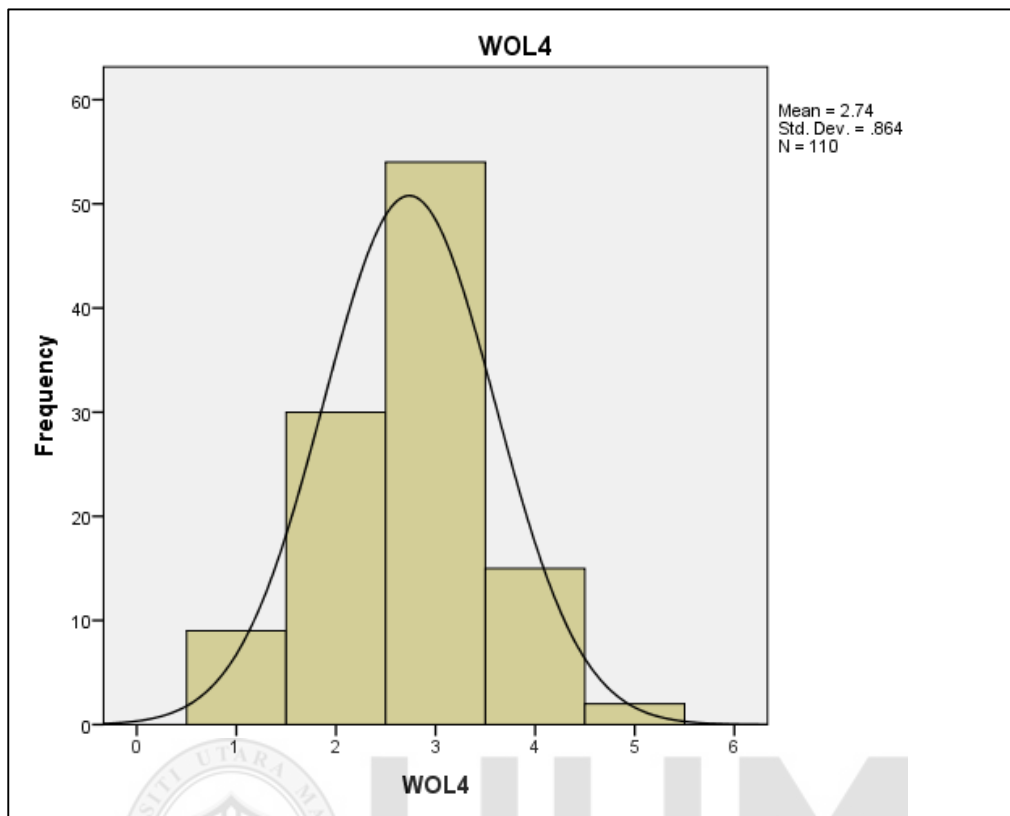
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	8.2	8.2	8.2
	Disagree	30	27.3	27.3	35.5
	Neutral	54	49.1	49.1	84.5
	Agree	15	13.6	13.6	98.2
	Strongly Agree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

WOL5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.9	.9	.9
	Disagree	4	3.6	3.6	4.5
	Neutral	21	19.1	19.1	23.6
	Agree	39	35.5	35.5	59.1
	Strongly Agree	45	40.9	40.9	100.0
	Total	110	100.0	100.0	







Role Conflict

		Statistics				
		RC1	RC2	RC3	RC4	RC5
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		2.13	3.07	3.31	3.38	3.15
Median		2.00	3.00	3.00	3.00	3.00
Mode		2	4	3	4	4
Std. Deviation		1.068	1.038	.843	.898	1.074
Variance		1.140	1.077	.711	.807	1.153
Skewness		.709	-.248	-.173	-.218	-.069
Std. Error of Skewness		.230	.230	.230	.230	.230
Kurtosis		-.346	-.654	-.393	-.547	-.916
Std. Error of Kurtosis		.457	.457	.457	.457	.457
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5
Sum		234	338	364	372	346

		RC1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	37	33.6	33.6	33.6
	Disagree	39	35.5	35.5	69.1
	Neutral	19	17.3	17.3	86.4
	Agree	13	11.8	11.8	98.2
	Strongly Agree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

		RC2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	8	7.3	7.3	7.3
	Disagree	25	22.7	22.7	30.0
	Neutral	34	30.9	30.9	60.9
	Agree	37	33.6	33.6	94.5
	Strongly Agree	6	5.5	5.5	100.0
	Total	110	100.0	100.0	

RC3

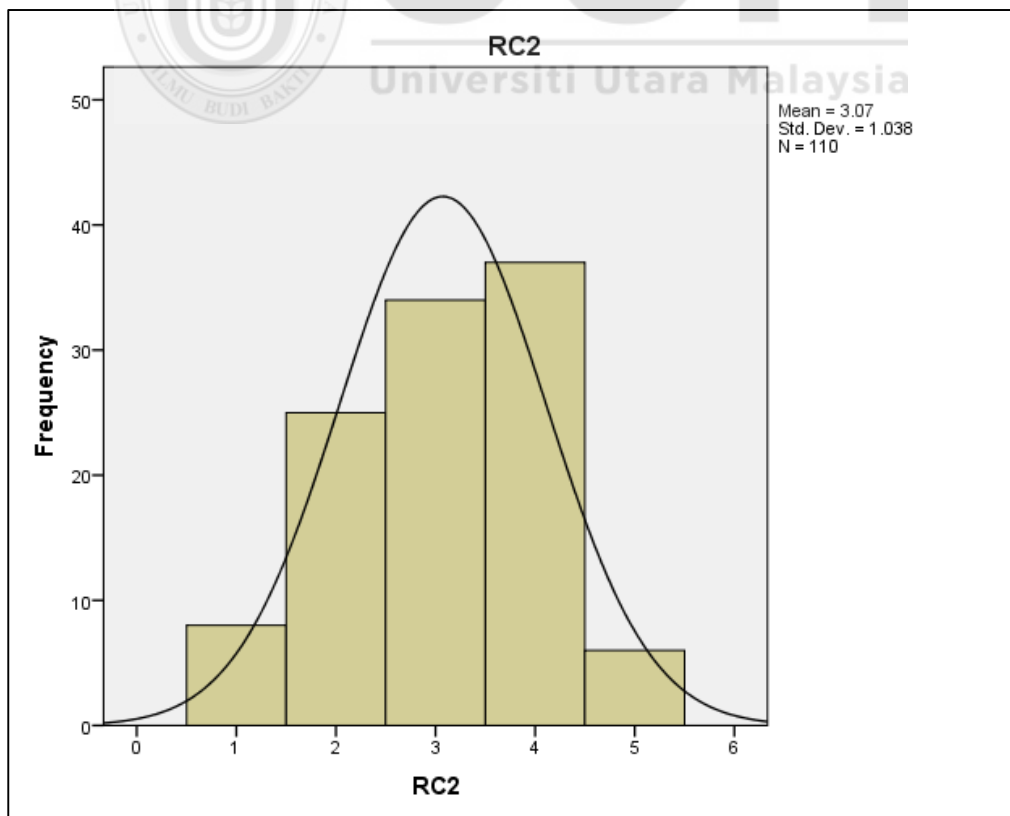
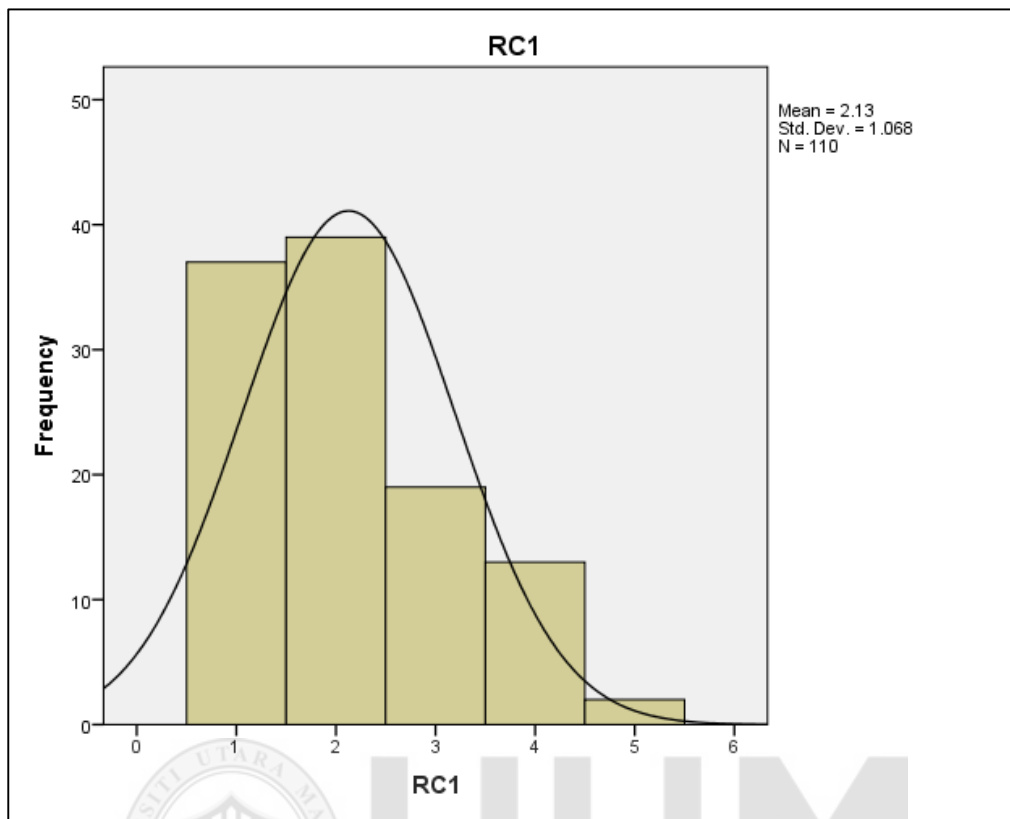
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	1	.9	.9	.9
Disagree	18	16.4	16.4	17.3
Neutral	43	39.1	39.1	56.4
Agree	42	38.2	38.2	94.5
Strongly Agree	6	5.5	5.5	100.0
Total	110	100.0	100.0	

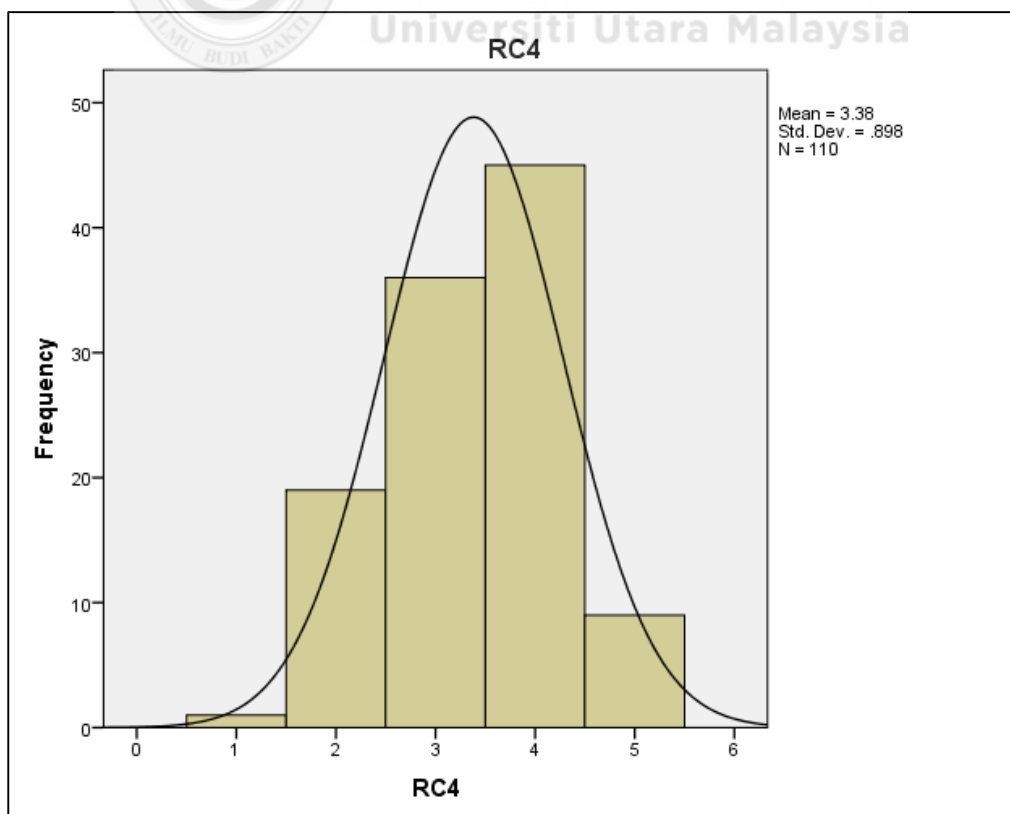
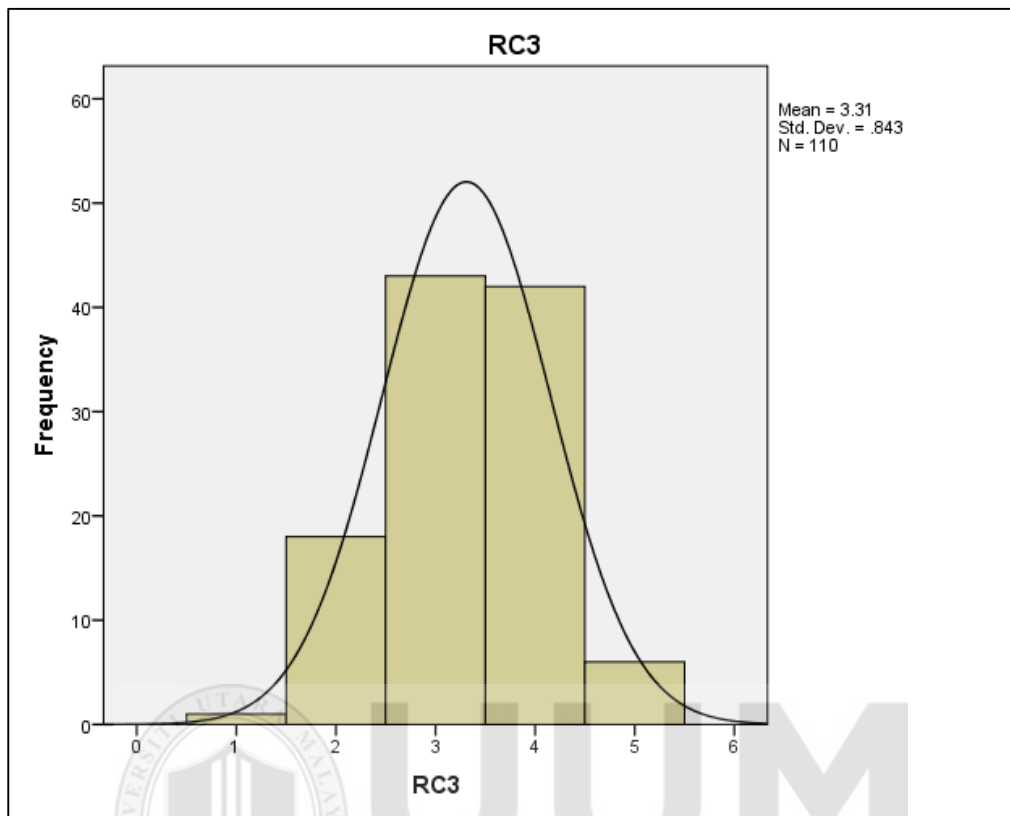
RC4

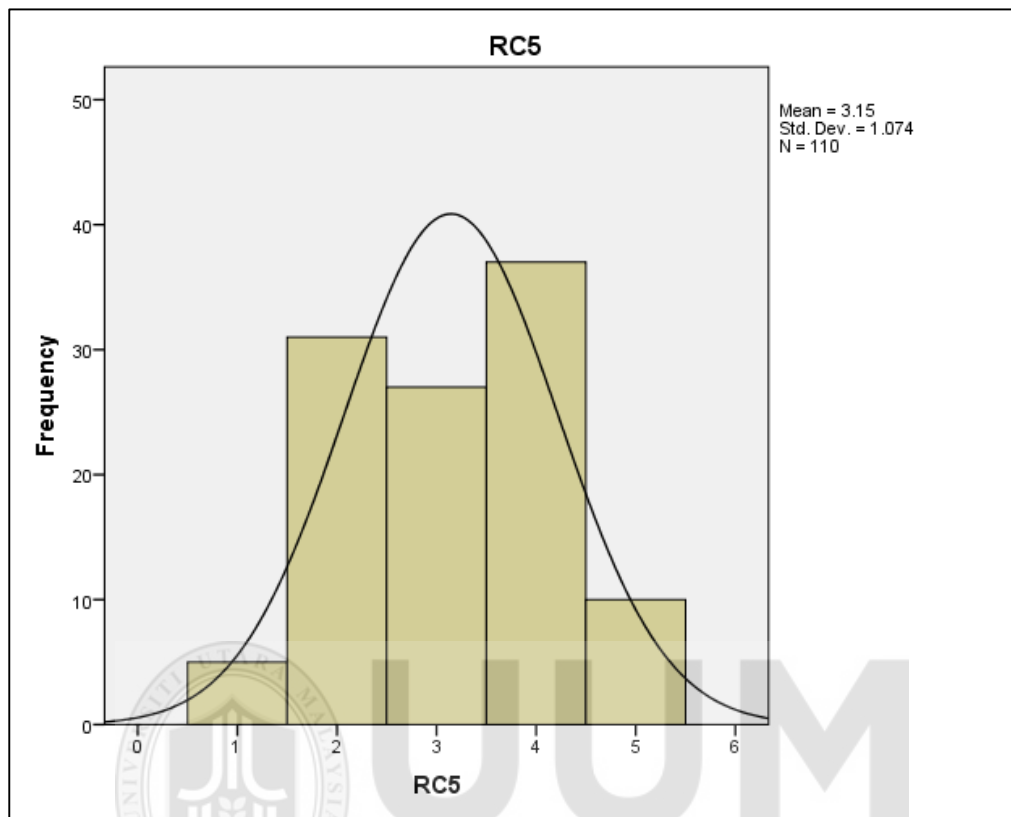
	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	1	.9	.9	.9
Disagree	19	17.3	17.3	18.2
Neutral	36	32.7	32.7	50.9
Agree	45	40.9	40.9	91.8
Strongly Agree	9	8.2	8.2	100.0
Total	110	100.0	100.0	

RC5

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	5	4.5	4.5	4.5
Disagree	31	28.2	28.2	32.7
Neutral	27	24.5	24.5	57.3
Agree	37	33.6	33.6	90.9
Strongly Agree	10	9.1	9.1	100.0
Total	110	100.0	100.0	







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Supervisory Support

		Statistics				
		SS1	SS2	SS3	SS4	SS5
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		3.11	3.31	3.30	3.43	3.41
Median		3.00	3.00	3.00	3.50	3.00
Mode		3	3	3	4	4
Std. Deviation		.850	.854	.761	.829	.827
Variance		.722	.729	.579	.687	.684
Skewness		-.577	-.555	-.440	-.748	-.397
Std. Error of Skewness		.230	.230	.230	.230	.230
Kurtosis		.838	.508	.472	1.168	.278
Std. Error of Kurtosis		.457	.457	.457	.457	.457
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5
Sum		342	364	363	377	375

		SS1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	6.4	6.4	6.4
	Disagree	10	9.1	9.1	15.5
	Neutral	60	54.5	54.5	70.0
	Agree	30	27.3	27.3	97.3
	Strongly Agree	3	2.7	2.7	100.0
	Total	110	100.0	100.0	

		SS2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	3.6	3.6	3.6
	Disagree	11	10.0	10.0	13.6
	Neutral	47	42.7	42.7	56.4
	Agree	43	39.1	39.1	95.5
	Strongly Agree	5	4.5	4.5	100.0
	Total	110	100.0	100.0	

SS3

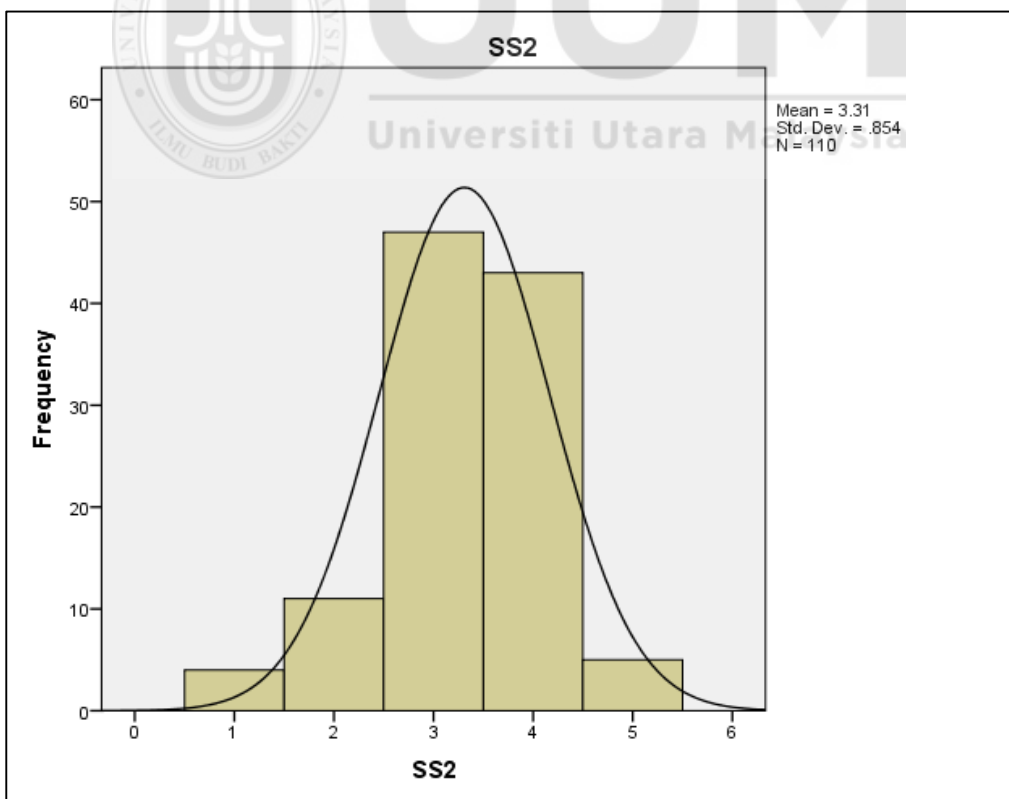
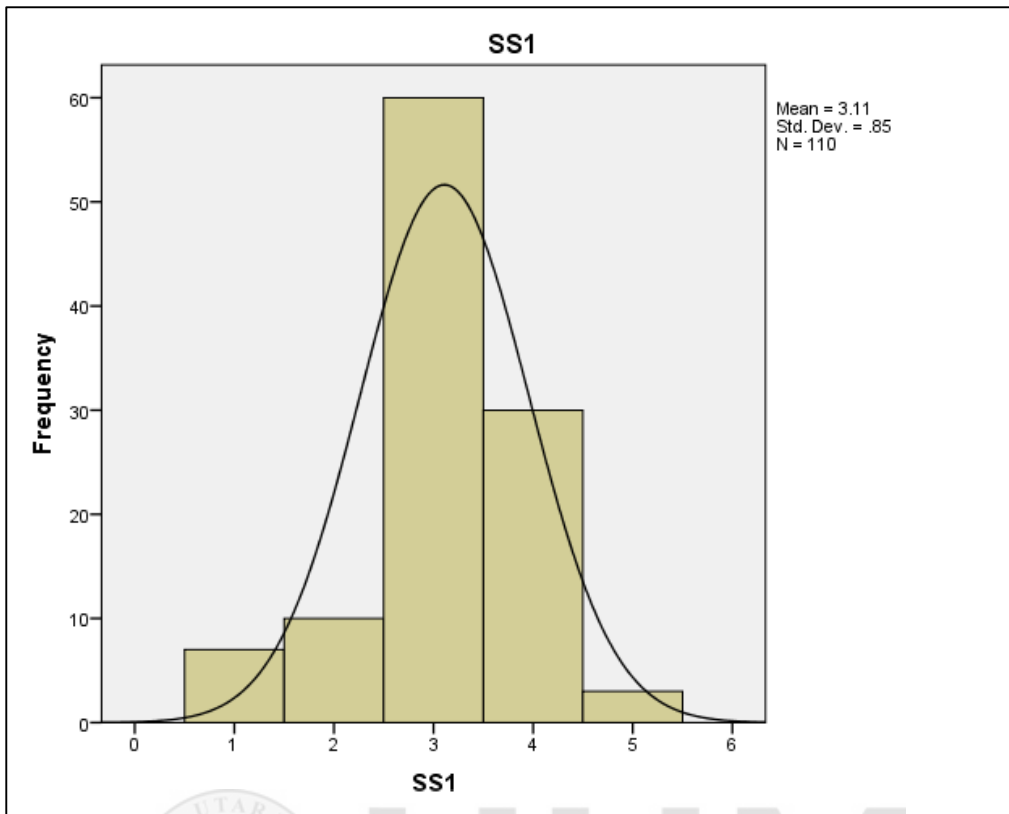
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	1.8	1.8	1.8
	Disagree	11	10.0	10.0	11.8
	Neutral	52	47.3	47.3	59.1
	Agree	42	38.2	38.2	97.3
	Strongly Agree	3	2.7	2.7	100.0
	Total	110	100.0	100.0	

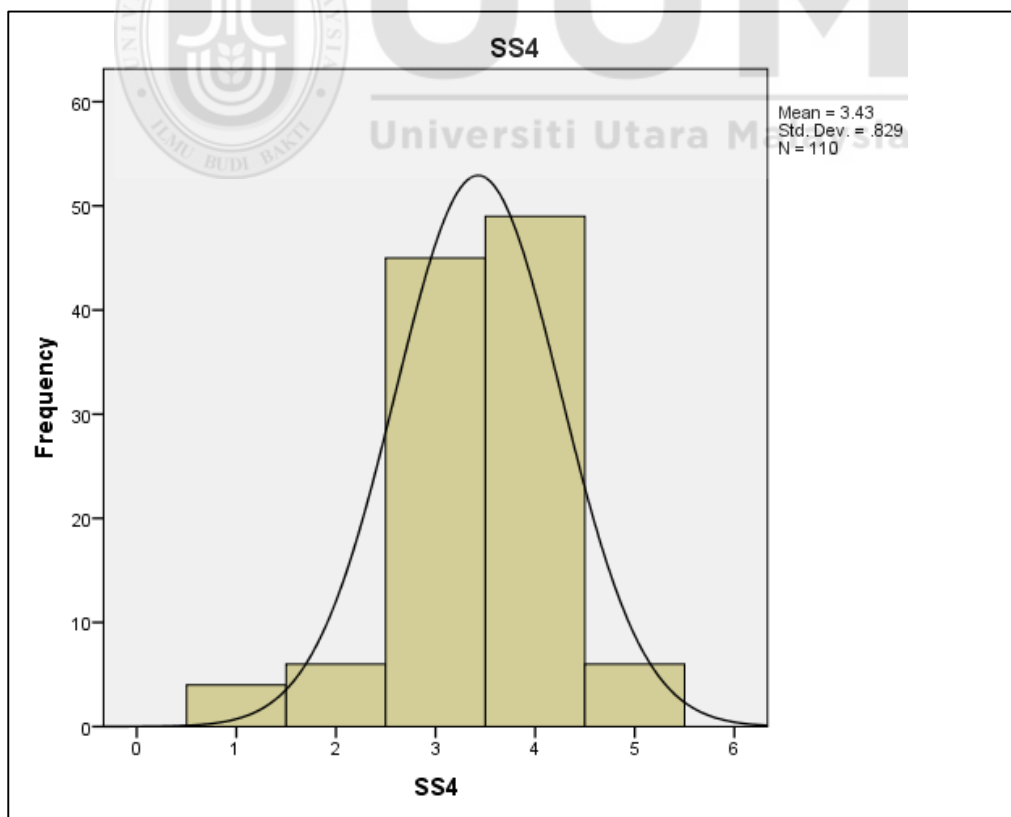
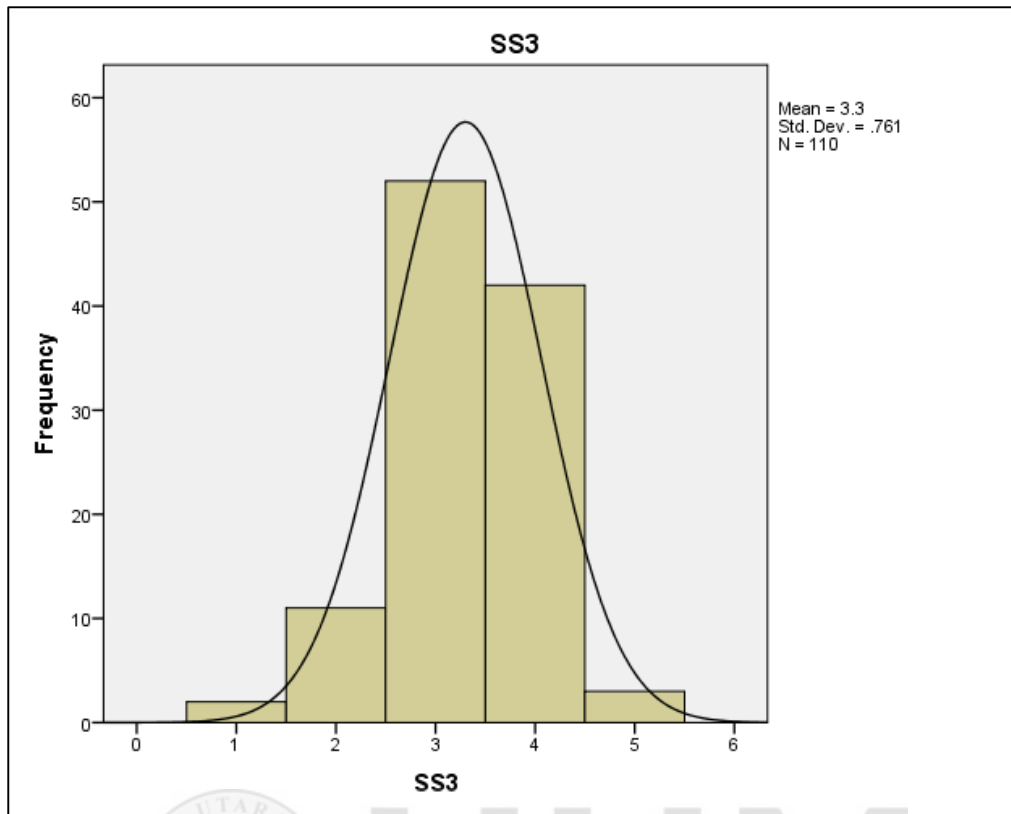
SS4

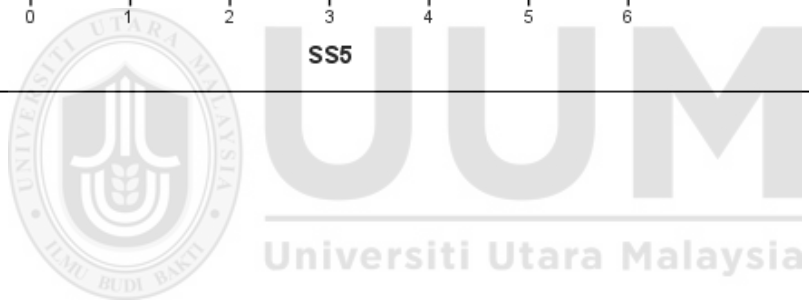
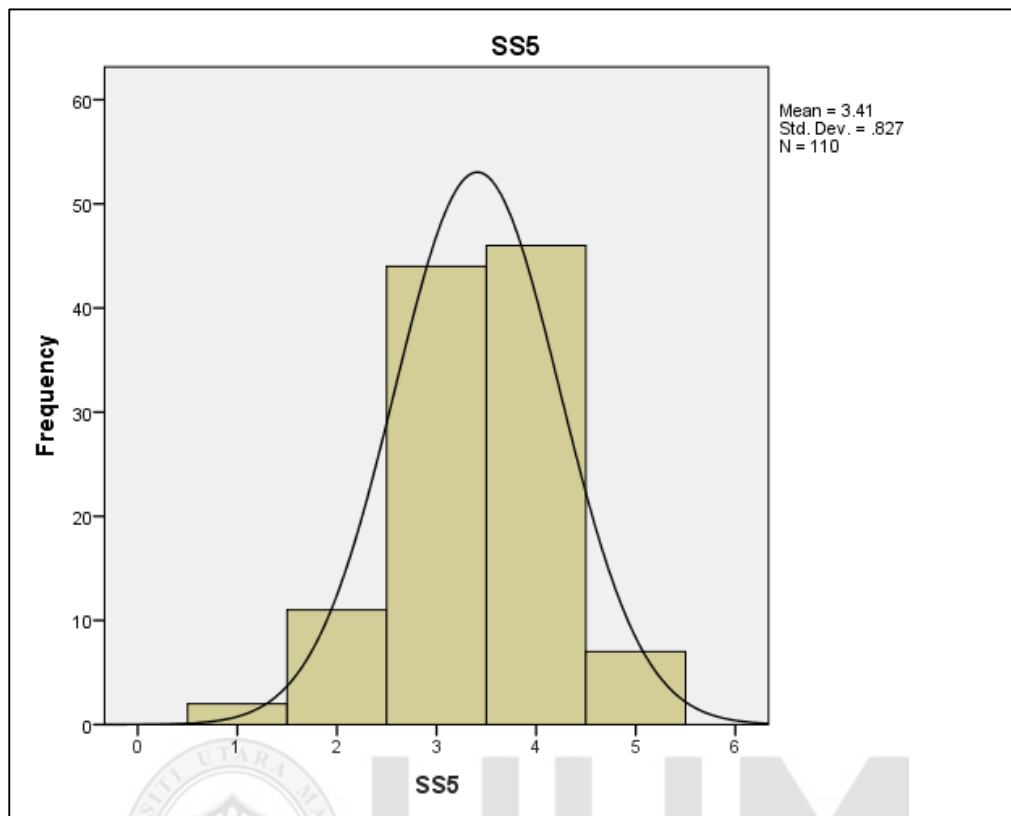
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	4	3.6	3.6	3.6
	Disagree	6	5.5	5.5	9.1
	Neutral	45	40.9	40.9	50.0
	Agree	49	44.5	44.5	94.5
	Strongly Agree	6	5.5	5.5	100.0
	Total	110	100.0	100.0	

SS5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	2	1.8	1.8	1.8
	Disagree	11	10.0	10.0	11.8
	Neutral	44	40.0	40.0	51.8
	Agree	46	41.8	41.8	93.6
	Strongly Agree	7	6.4	6.4	100.0
	Total	110	100.0	100.0	







Occupational Stress

		Statistics				
		OS1	OS2	OS3	OS4	OS5
N	Valid	110	110	110	110	110
	Missing	0	0	0	0	0
Mean		2.65	2.99	2.68	2.64	2.19
Median		3.00	3.00	3.00	3.00	2.00
Mode		3	2	3	3	2
Std. Deviation		.954	1.245	.877	.974	.924
Variance		.910	1.550	.769	.949	.853
Skewness		.123	.047	-.075	.244	.533
Std. Error of Skewness		.230	.230	.230	.230	.230
Kurtosis		-.501	-1.095	-.332	-.145	-.125
Std. Error of Kurtosis		.457	.457	.457	.457	.457
Minimum		1	1	1	1	1
Maximum		5	5	5	5	5
Sum		291	329	295	290	241

		OS1			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	12	10.9	10.9	10.9
	Disagree	38	34.5	34.5	45.5
	Neutral	39	35.5	35.5	80.9
	Agree	19	17.3	17.3	98.2
	Strongly Agree	2	1.8	1.8	100.0
	Total	110	100.0	100.0	

		OS2			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	11.8	11.8	11.8
	Disagree	32	29.1	29.1	40.9
	Neutral	22	20.0	20.0	60.9
	Agree	29	26.4	26.4	87.3
	Strongly Agree	14	12.7	12.7	100.0
	Total	110	100.0	100.0	

OS3

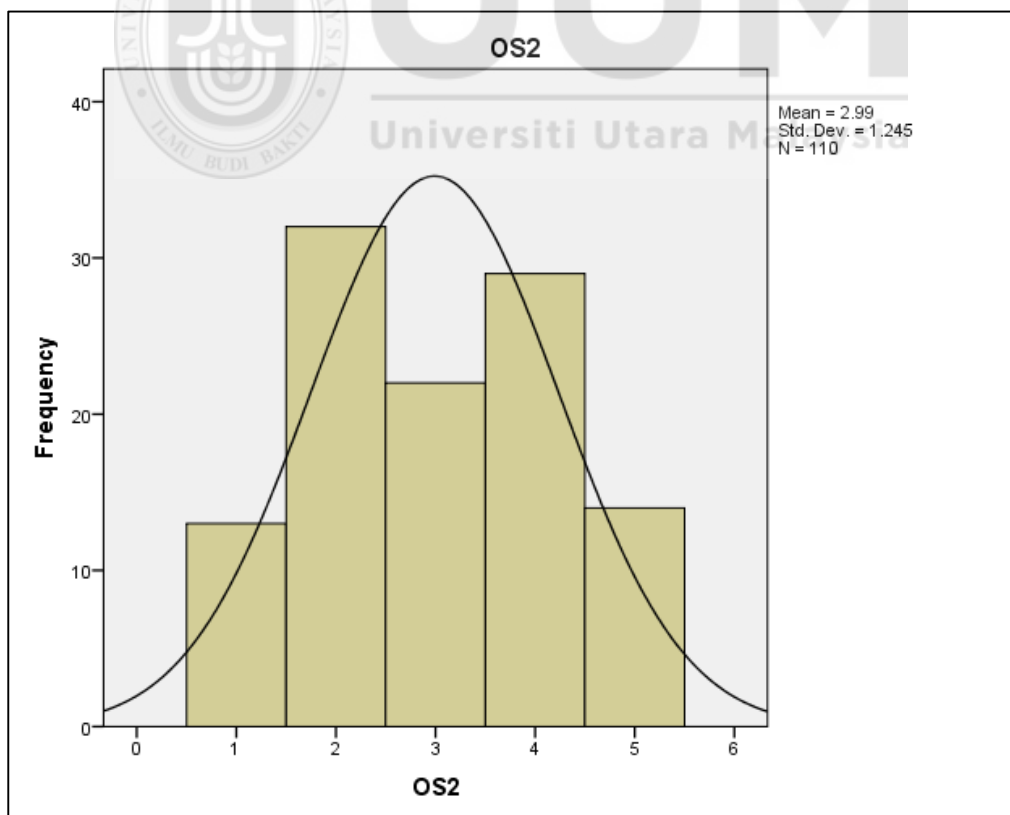
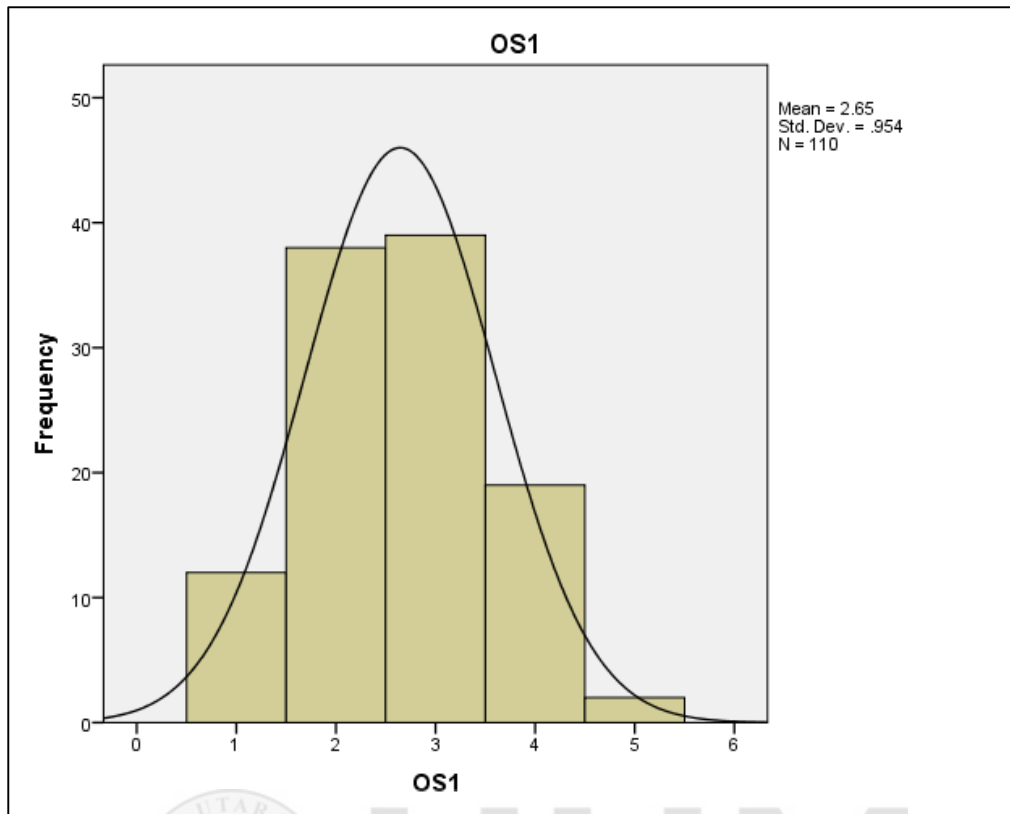
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	10	9.1	9.1	9.1
	Disagree	34	30.9	30.9	40.0
	Neutral	48	43.6	43.6	83.6
	Agree	17	15.5	15.5	99.1
	Strongly Agree	1	.9	.9	100.0
	Total	110	100.0	100.0	

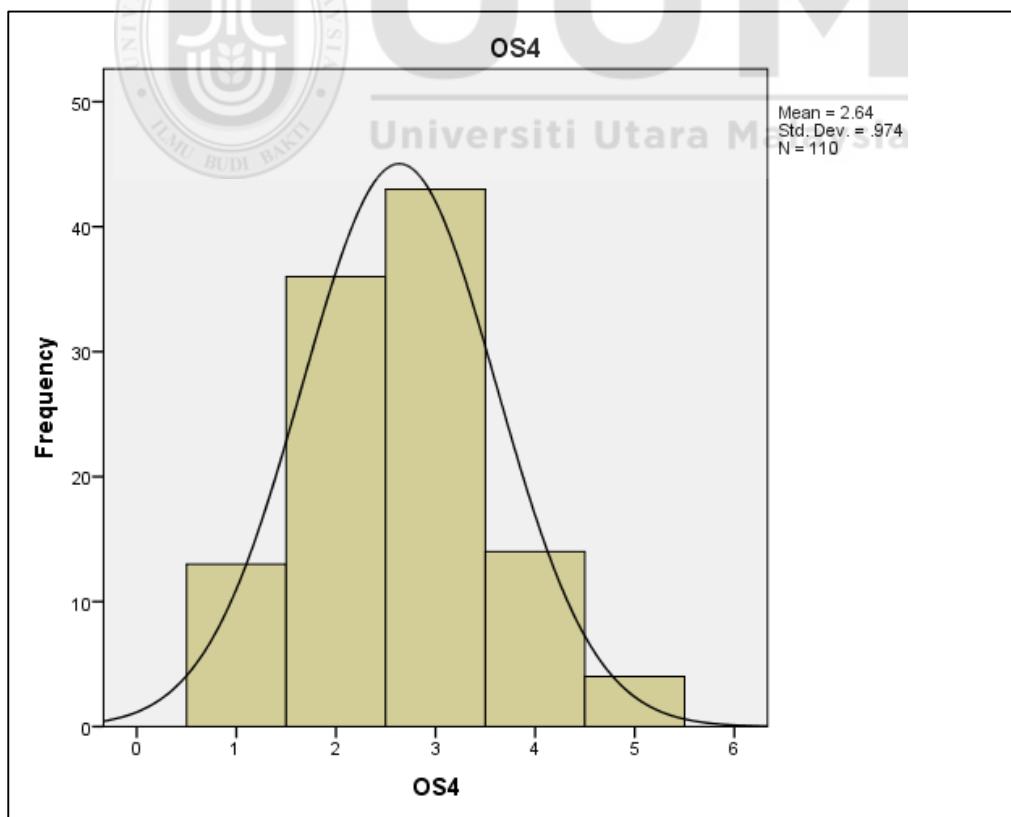
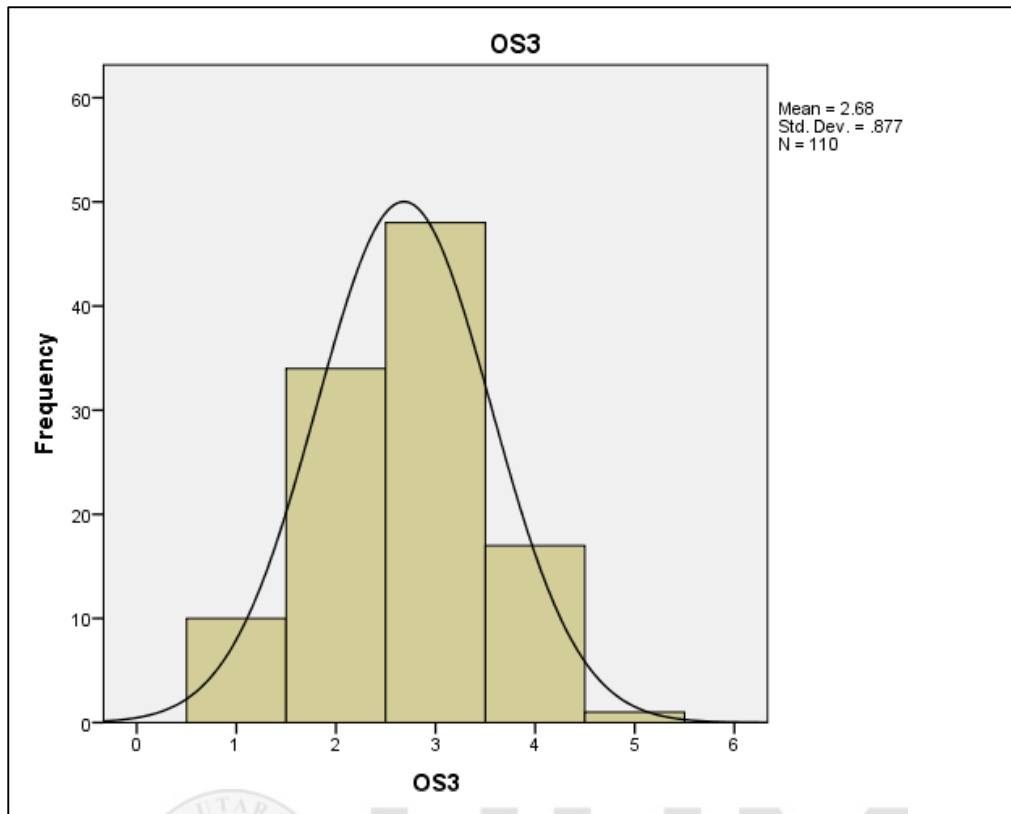
OS4

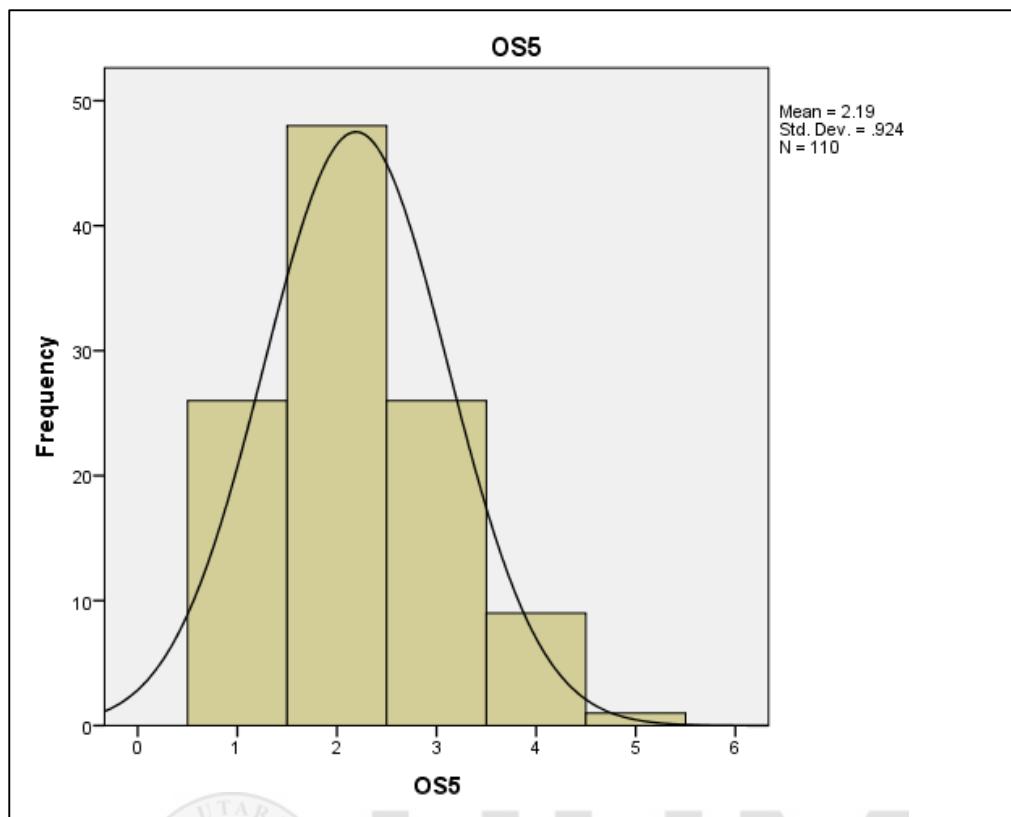
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	13	11.8	11.8	11.8
	Disagree	36	32.7	32.7	44.5
	Neutral	43	39.1	39.1	83.6
	Agree	14	12.7	12.7	96.4
	Strongly Agree	4	3.6	3.6	100.0
	Total	110	100.0	100.0	

OS5

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	26	23.6	23.6	23.6
	Disagree	48	43.6	43.6	67.3
	Neutral	26	23.6	23.6	90.9
	Agree	9	8.2	8.2	99.1
	Strongly Agree	1	.9	.9	100.0
	Total	110	100.0	100.0	







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Pearson Correlations

Descriptive Statistics

	Mean	Std. Deviation	N
TWOLoad	17.4000	3.20607	110
TRConflict	15.0364	3.71688	110
TSSupport	16.5545	3.52862	110
TOSTress	13.1455	3.88560	110

Correlations

		TWOLoad	TRConflict	TSSupport	TOSTress
TWOLoad	Pearson Correlation	1	.504**	-.178	.448**
	Sig. (2-tailed)		.000	.063	.000
	N	110	110	110	110
TRConflict	Pearson Correlation	.504**	1	-.411**	.565**
	Sig. (2-tailed)	.000		.000	.000
	N	110	110	110	110
TSSupport	Pearson Correlation	-.178	-.411**	1	-.287**
	Sig. (2-tailed)	.063	.000		.002
	N	110	110	110	110
TOSTress	Pearson Correlation	.448**	.565**	-.287**	1
	Sig. (2-tailed)	.000	.000	.002	
	N	110	110	110	110

** . Correlation is significant at the 0.01 level (2-tailed).

Multiple Regression

Descriptive Statistics

	Mean	Std. Deviation	N
TOSstress	13.1455	3.88560	110
TWOLoad	17.4000	3.20607	110
TRConflict	15.0364	3.71688	110
TSSupport	16.5545	3.52862	110

Correlations

		TOSstress	TWOLoad	TRConflict	TSSupport
Pearson Correlation	TOSstress	1.000	.448	.565	-.287
	TWOLoad	.448	1.000	.504	-.178
	TRConflict	.565	.504	1.000	-.411
	TSSupport	-.287	-.178	-.411	1.000
Sig. (1-tailed)	TOSstress	.	.000	.000	.001
	TWOLoad	.000	.	.000	.031
	TRConflict	.000	.000	.	.000
	TSSupport	.001	.031	.000	.
N	TOSstress	110	110	110	110
	TWOLoad	110	110	110	110
	TRConflict	110	110	110	110
	TSSupport	110	110	110	110

Variables Entered/Removed^a

Model	Variables Entered	Variables Removed	Method
1	TSSupport, TWOLoad, TRConflict ^b	.	Enter

a. Dependent Variable: TOSstress

b. All requested variables entered.

Model Summary^b

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Change Statistics				
					R Square Change	F Change	df1	df2	Sig. F Change
1	.600 ^a	.360	.341	3.15329	.360	19.836	3	106	.000

a. Predictors: (Constant), TSSupport, TWOLoad, TRConflict

b. Dependent Variable: TOSstress

ANOVA^a

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	591.689	3	197.230	19.836	.000 ^b
	Residual	1053.984	106	9.943		
	Total	1645.673	109			

a. Dependent Variable: TOSstress

b. Predictors: (Constant), TSSupport, TWOLoad, TRConflict

Coefficients^a

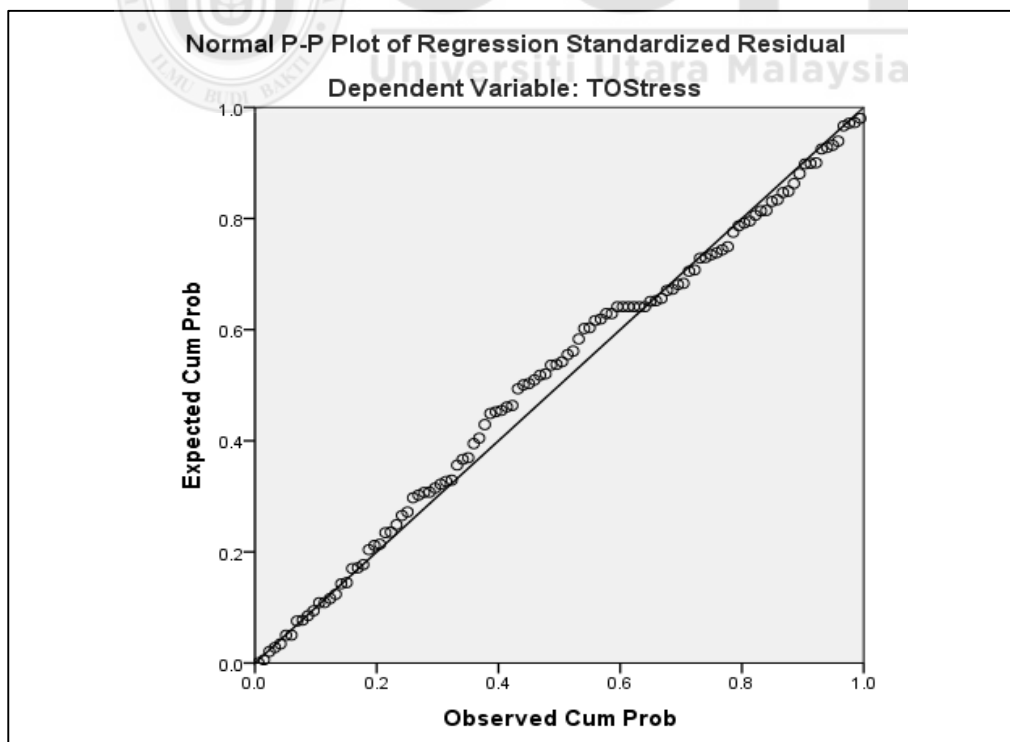
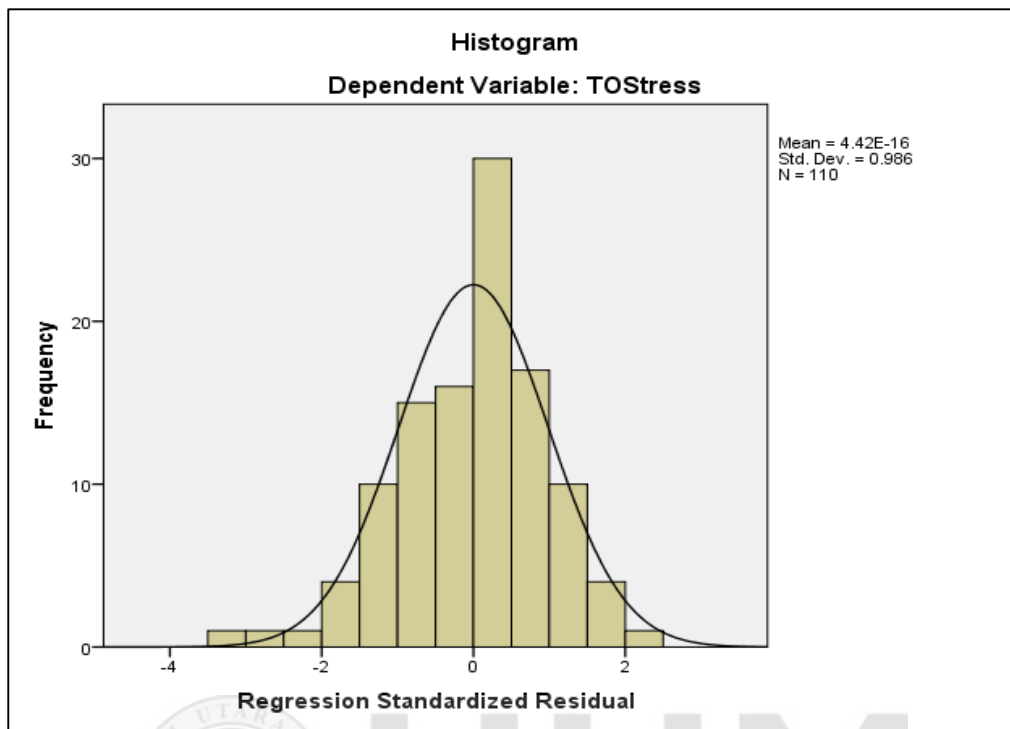
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.154	2.692		1.172	.244
	TWOLoad	.269	.109	.222	2.466	.015
	TRConflict	.442	.102	.423	4.350	.000
	TSSupport	-.081	.094	-.073	-.861	.391

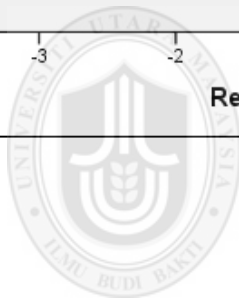
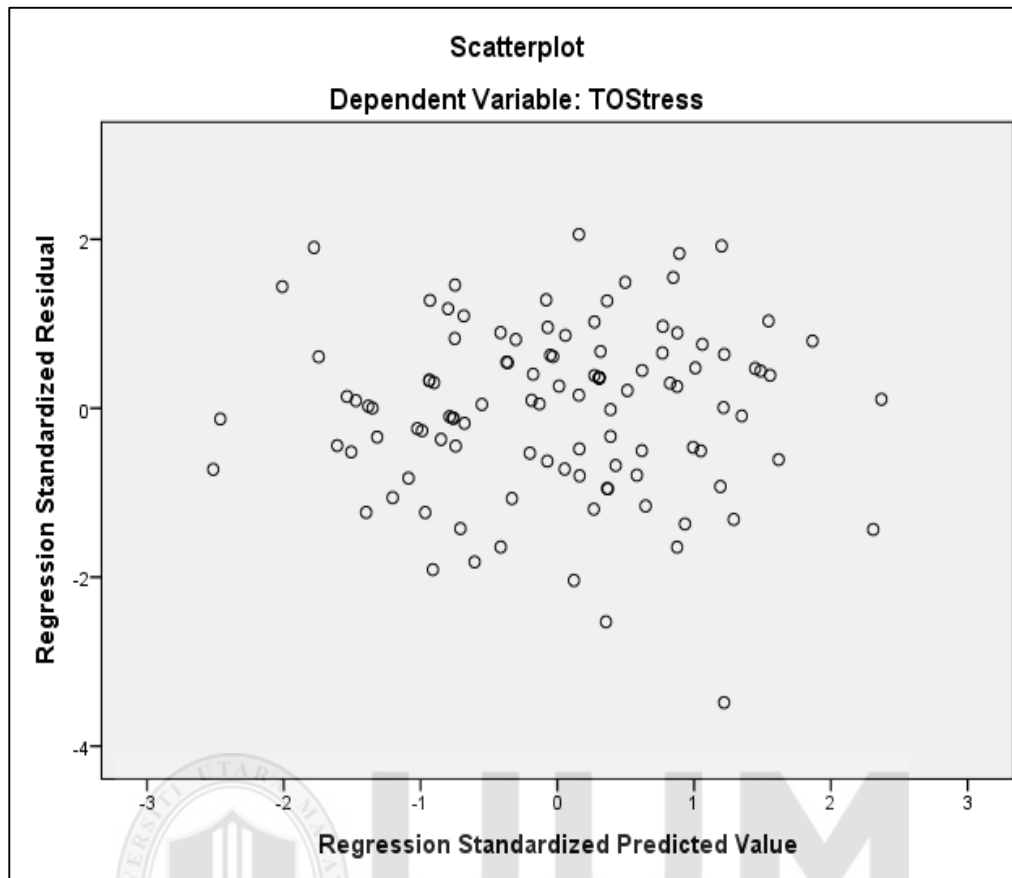
a. Dependent Variable: TOSstress

Residuals Statistics^a

	Minimum	Maximum	Mean	Std. Deviation	N
Predicted Value	7.2833	18.6658	13.1455	2.32988	110
Residual	-10.98543	6.48716	.00000	3.10959	110
Std. Predicted Value	-2.516	2.369	.000	1.000	110
Std. Residual	-3.484	2.057	.000	.986	110

a. Dependent Variable: TOStress





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Appendix 'E' : Turnitin Result



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